



Tim Williams

timwilliams07@outlook.com 07801 453322 Birmingham, UK

LinkedIn Credly www.twc-Ltd.uk Certifications Portfolio Recommendations

SUMMARY

Senior IT Project & Program Manager with 25+ years delivering enterprise-scale infrastructure modernization, workplace transformation, cloud adoption, and cyber security programs across government, defense, healthcare, finance, and legal sectors.

Holding Enhanced SC and DBS clearance, I lead multimillion-pound programs impacting up to 126,000 users globally, spanning Windows 10/11 deployments, network and datacenter modernisation, identity and access management, cloud migrations (Azure & AWS), and secure-by-design cyber security uplift.

I combine strong governance, business case development, risk & change management, stakeholder leadership, and deep technical awareness to deliver predictable outcomes across complex, multi-supplier environments. Experience includes leading virtual/matrix teams across the UK, Europe, APAC, and the USA for organizations such as NHS England, HSBC, MoD, Metropolitan Police, DWP, Linklater's, Telefonica, and Tesco.

Key organizations include:

- NHS England
- HSBC
- Ministry of Defence
- Metropolitan Police
- DWP
- Latham & Watkins
- [Linklaters](#)
- [Telefónica](#)
- AdminRe
- NfUM
- FCO
- [Gateley](#)
- Eversheds
- Newcastle University
- United Utilities
- Downreay Nuclear
- Luton Airport
- Tesco

STAR BASED ACHIEVEMENTS

Freelance Senior Project Manager – NHS England

Situation: NHS England required a full cyber-security uplift aligned to CAF standards - **£18m budget**.

Task: Lead discovery, design, and implementation of multiple security solutions.

Action: Delivered a Cyber Security Program covering MFA, IPAM, SSO, IAM, CyberArk, Splunk, Azure, Entra, Intune, and a new secure backup platform. Provided strategic advisory across identity, cloud, and modern workplace.

Result: Strengthened NHS England's security posture and operational resilience, enabling compliant, scalable cyber-security operations.

Senior Project Manager / PMO Manager – Roc Technologies

Situation: Multiple high-risk infrastructure and security programs required governance and delivery assurance - **£3.6m 5 year PMO service contract & £122m IT portfolio budget**.

Task: Oversee PMO operations and lead delivery of key transformation initiatives.

Action: Directed PMO governance for the Downreay Nuclear account; delivered MFA for Luton Airport; led a university-wide network refresh; rolled out ServiceNow MSP module; delivered hardened server builds, Domino upgrades, Nutanix storage, and critical app migrations.

Result: Improved delivery predictability, enhanced service capability, and accelerated adoption of secure, modern infrastructure across multiple clients.

Senior Service Transition Project Manager – Version One

Situation: Major programs needed seamless transition into BAU support.

Task: Ensure operational readiness and service stability post-go-live.

Action: Managed transitions across Incident, Request, Problem, Change, Release, and Major Incident processes; produced service designs; executed knowledge transfer; integrated ITSM and ServiceNow for new services.

Result: Achieved smooth handover into BAU, reduced early-life incidents, and improved service adoption across multiple accounts.

Senior Project Manager / PMO Manager / Bid Manager – Computacenter

Situation: Multiple enterprise clients required large-scale workplace and infrastructure modernisation programs, including Windows 10/11 upgrades, global device refreshes, and cloud-enabled endpoint management across highly distributed estates.

Task: Task: Lead end-to-end delivery of complex infrastructure and workplace transformations, ensuring technical readiness, stakeholder alignment, and minimal business disruption across estates ranging from 15,000 to 126,000 devices and service transition programs while supporting PMO and pre-sales functions.

Action:

- Directed global Windows 10/11 transformation programs for Tesco (126,000 devices), HSBC (46,000 devices), Linklater's (15,000 devices), and NFUM (32,000 devices).
- Led enterprise deployments of Intune, Autopilot, SCCM, Azure AD, Teams Rooms, and modern endpoint security baselines.
- Coordinated multi-vendor delivery teams across the UK, Europe, APAC, and the USA, embedding robust governance, RAID management, and integrated project planning.
- Oversaw network refreshes, server hardening, storage upgrades (Nutanix), and application migration work-streams to ensure full infrastructure readiness.
- Managed user readiness, communications, pilot waves, and phased rollouts to ensure stable adoption and reduced early-life incidents.
- Managed global managed-service transitions (Synchrony - £6.4m 5 year managed service contract & £980k transition project budget).
- Ran PMO functions for NFUM, Eversheds, FCO and internal practices, improving governance, RAID, reporting, and financial control.
- Supported pre-sales with tender responses, cost models, SOWs, and 3rd-party negotiations.

Result: Delivered predictable, low-risk workplace transformations at global scale, improving endpoint performance, strengthening security posture, and enabling cloud-first operating models across highly regulated environments.

Project Manager – TrustMarq / Capita / Trinity Expert Systems / Liberata

Situation: Financial Services clients required secure, reliable infrastructure and application modernisation.

Task: Deliver infrastructure, migration, and software development projects.

Action: Implemented AD, SCCM, SCOM, Exchange, VoIP, Citrix, Netscaler, Splunk, NextThink, and DLP solutions across multiple accounts.

Result: Improved system performance, strengthened security, and enabled scalable IT operations for major financial clients.

WORK EXPERIENCE

Part Time Freelance Project Management & Consultancy – Senior Project Manager Tim Williams Consulting Ltd / NHS England

11/2025 – 02/2026, United Kingdom

- Delivered a comprehensive Cyber Security Program, integrating solutions following the Cyber Assessment Framework (CAF), such as Microsoft MFA, IPAM, SSO, IAM, Cyber Ark, Splunk, Azure, Entra and Intune and the design and implementation of a new Secure Backup solution for NHS England, spanning discovery, assessment, recommendations, design, and implementation.
- Provided strategic advisory support across various domains, including identity and access management, cyber security, cloud enablement, and the modern workplace.

Senior Project Manager / PMO Manager Roc Technologies

07/2025 – 10/2025, Scotland, London, Newcastle and Remote

- Directed PMO operations for the Dounreay Nuclear account, ensuring adherence to governance, robust reporting, and delivery assurance.
- Championed the successful implementation of MFA for Luton Airport alongside a university-wide core network refresh. Orchestrated the design and rollout of the ServiceNow MSP module, including use case development, testing, user adoption, and defect management.
- Pioneered Workplace & Infrastructure projects, encompassing the deployment of hardened server builds, upgrades to Domino Notes, Nutanix storage solutions, and migrations of critical applications.
- Engaged comprehensively in pre-sales activities, which involved gathering requirements, developing solutions, modeling costs,

profiling resources, and crafting Statements of Work (SOW).

- Mentored & Line Managed Project Coordinators and Junior PMs, enhancing their capabilities and professional growth.

Senior Service Transition Project Manager Version One

12/2024 – 07/2025, Ireland and Remote

- Facilitated the seamless transition of major projects into Business As Usual (BAU) support teams, covering Incident, Request, Problem, Change, Release, and Major Incident management processes.
- Administered renewal processes and Contract Change Notifications (CCNs) within existing Master Service Agreements (MSAs).
- Crafted detailed service designs and descriptions, executed effective knowledge transfer, and developed training and user adoption strategies.
- Integrated IT Service Management (ITSM) frameworks and ServiceNow solutions for newly launched services, managing bid processes and contributing to solution designs.

Senior Project Manager / PMO Manager / Bid Manager Computacenter

07/2013 – 09/2024, United Kingdom, Europe, APAC, USA and Remote

- Delivered a wide array of projects encompassing workplace transformation, cloud implementations, cyber security enhancements, MFA, Intune deployments, and AWS/Azure transitions for diverse clients.
- Implemented & oversaw PMO functions for a variety of clients and internal stakeholders, including the Internal Belgium Project Practice, focusing on governance, standardization, reporting, quality assurance, RAID management, resource allocation, and financial oversight.
- Served as a pre-sales PM on secondment, responsible for developing tender responses, solution designs, gathering requirements, crafting cost models, preparing Statements of Work, managing 3rd party engagement, and overseeing contract negotiations.
- Executed complex programs, most notably the NFUM transformation of 32,000 devices to Windows 10 using SCCM, Intune, Cloud, and Storage technologies.
- Spearheaded the seamless transition of Synchrony's global managed services affecting 25,000 users across the US, India, and the Philippines.
- Successfully managed the global Windows 10 deployment for 15,000 end users at Linklater's.
- Championed the onboarding of Salesforce EMEA device estate services and ITSM/SAP configurations, while directing the AWS infrastructure, SaaS development, and data migration for Telefonica.
- Implemented a mobile device management program for the Ministry of Defense, focusing on Intune and Autopilot builds and ServiceNow integration.
- Facilitated a Windows 11 rollout to 46,000 users across 750 locations for HSBC, while managing a nationwide Windows 11 transformation for 126,000 devices at Tesco.
- Oversaw the global deployment of Intune, Autopilot, and Azure environments for United Utilities alongside the Windows 11 rollout.
- Directed a university-wide Microsoft Teams Rooms rollout and managed print services at Newcastle University.
- Participated in secondments to Global Managed Services (GMS) to manage technical In-life changes and the implementation of new service lines to Managed Service clients, ensuring successful transitions and changes across business processes and user adoption.
- Further seconded to the ServiceNow practice to lead and deliver ServiceNow development and ITSM integration projects.

Project Manager TrustMarq / Capita / Trinity Expert Systems / Liberata

01/2006 – 06/2013, Telford, London and Remote

- Executed infrastructure, data migration, and software development projects for major Financial Services clients. Technologies leveraged included Active Directory, SCCM, SCOM, Exchange, VoIP, Citrix, Netscaler, Splunk, NextThink, and Data Loss Prevention (DLP) solutions.

PROFESSIONAL MEMBERSHIPS

- APM Professional
- BCS Professional
- House of PMO Professional

CORE SKILLS

- Cyber Security & Identity: CAF, IAM, MFA, CyberArk, Splunk, Secure Backup
 - Cloud & Workplace: Azure, AWS, Intune, Entra, Autopilot, Cloud Migrations, Tennant-Tennant Migrations, Windows 10/11, Teams Rooms
 - Infrastructure, Digital & Workplace: Windows 10/11 at scale, Teams Rooms, network refresh, server builds, storage, AD/SCCM/SCOM, Citrix, Exchange, data centre migrations
 - Project & PMO Leadership: Direct line management, 3rd party management, leading virtual/matrix teams across UK, Europe, APAC and USA, Maturity Assessment, CSI, implementation, Governance, RAID, Reporting, Financial Control, Drove year-on-year PMO revenue growth and sustained customer satisfaction scores above target by embedding robust governance, quality assurance, and value-focused delivery practices.
 - Delivery Methods & Tools: Agile, Waterfall, Scrum, Kanban, Integrated Project Planning, MS Project & Planner, Hubspot, ServiceNow SPM, Atlassian, Jira
 - Service Management: ITIL, ITSM, ServiceNow, Remedy, service design, transition documentation, ISO 27001 & 9001, SOX, Offshore Resource Management & Continuous Service Improvement
 - Commercial & Pre-Sales: SOWs, cost models, procurement, tender responses, contract negotiation
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CERTIFICATES

Project & Programme Management

- APM Project Management Professional
- PRINCE2 Practitioner
- PRINCE2 Agile Practitioner
- P3O Practitioner
- PMI AI in Project Management
- Disciplined Agile Project Management

Quality & Process

- Six Sigma Green Belt

IT Service Management

- ITIL v3 Foundation
- ServiceNow IT Leadership Professional

Cyber Security & Cloud

- NIST Cyber Security Framework Foundation
- Microsoft Cloud Adoption Framework

Technical Certifications

- MCSE
 - MCITP
 - MCP
 - MCTS
 - VMware ESXi Administration
 - Citrix CCA
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ACHIEVEMENTS & AWARDS

Leadership & Industry Contribution

- STEM Ambassador
- APM Mentor and Research Advisor
- Volunteer – National Interview Week
- Career Fair Speaker – Inspiring the Future
- Student mentor and interview coach

Awards & Recognition

- Multiple High Performer Awards
- Silver Customer Service Awards
- PMO revenue growth recognition
- Customer satisfaction improvement award
- UK Employee Forum Rep